

Office of Public Instruction
PO Box 202501, Helena MT 59620-2501
Human Resource Office, 1227 11th Avenue, Helena, (406) 444-2673
Internal/External Job Vacancy Announcement

TITLE: IT Operations Manager
STATUS: Permanent, Full time
ANNUAL SALARY: \$74,550
CLOSING DATE: February 26, 2015
APPLICATION SUPPLEMENT REQUIRED: Yes

POSITION NO: 351-00093
DEPARTMENT: Office of Public Instruction
DIVISION: Information Technology Services
RETIREMENT: PERS
LOCATION: Helena, Montana

SPECIAL INFORMATION:

IF YOU ARE VIEWING THIS JOB VACANCY ANNOUNCEMENT FROM OUTSIDE THE MONTANA ONLINE APPLICATION SYSTEM, YOU MAY ACCESS THE SYSTEM WITH THIS LINK: <http://statecareers.mt.gov/>.

TO APPLY FOR THIS POSITION YOU MUST ATTACH A RESUME AND RESPONSES TO THE SUPPLEMENTAL QUESTIONS LISTED IN THIS VACANCY ANNOUNCEMENT. REQUIRED MATERIALS MUST BE RECEIVED OR POSTMARKED BY MIDNIGHT (Mountain Standard Time) ON THE CLOSING DATE IN ORDER TO BE CONSIDERED. DO NOT ATTACH TRANSCRIPTS OR ANY OTHER ADDITIONAL MATERIALS NOT REQUESTED IN THE JOB VACANCY ANNOUNCEMENT.

When listing your employment history on your resume, account for all time periods and list employment in chronological order with the most recent job first. Each job must include your immediate supervisor, his/her contact information, why you left the position, and a detailed description of the job duties.

Applicants claiming employment preference are required to provide proper documentation, i.e. Vet Preference (DD214), Disabled Vet document from U.S. Veterans Administration certifying service connected disability or purple heart medal, disabled (SRS Certification), by the closing date. You will receive an email with instructions on how to submit such documents after your application has been submitted.

ADDITIONAL SALARY INFORMATION: Full-time employees earn 15 vacation days, 12 sick days, state holidays, health and dental benefits and life insurance. They also receive access to a defined benefit - contribution retirement. For more information see [Salary and Benefits](http://mt.gov/statejobs/salary.mcpix) at <http://mt.gov/statejobs/salary.mcpix>.

This is a Public Employee Retirement System position. Procedures to be used in evaluating an applicant's qualifications may include, but not limited to, a resume, supplemental questions, an oral interview, skills based testing and reference checks.

"It is our mission to advocate, communicate, educate and be accountable to those we serve."

If accommodation for disability is needed during the application or interview processes please contact the OPI Human Resource Office at (406) 444-2673 or opipersonnel@mt.gov.

The Montana Office of Public Instruction is an equal opportunity employer. Women (and/or) minorities are under-represented in this position and are encouraged to apply. Applicants must be eligible to work in the United States.

GENERAL DESCRIPTION OF DUTIES: The Office of Public Instruction (OPI) is recruiting for a full-time IT Operations Manager in the Information Technology Services Division providing the necessary leadership and direction of the database administrators, the OPI help desk, the OPI security desk, the network technicians and for the efficient operation of the OPI network. This position serves as the agency security officer, is responsible for developing policies and procedures, managing a variety of IT projects, developing the agency strategic, security and disaster recovery plans, recommending network design changes and overseeing hardware and software purchases, installations and upgrades.

This position supervises seven individuals.

COMPETENCIES:

- Applicants should have advanced knowledge of computers, printers, local area and wide area networks and experience in network administration including configuring and installing complex networks.
- Strong verbal and written communication skills, including customer service skills, and strong independent judgment and problem solving techniques are required. Experience in planning and directing the work of others; maintaining effective working relationships with a variety of individuals is necessary as is the ability to work with confidential information and interpreting laws, policies and regulations.
- Supervisory skills are required, including hiring, performance appraisal, and disciplinary actions. Applicants must have the skill to establish workable solutions to complex problems; provide leadership and direct the work of others and motivate and evaluate subordinate staff.
- Project management skills including a working knowledge of project management processes, tools, techniques, documents, and concepts; knowledge of the requirements process and the UAT process. The position manages all phases of the project life cycle and actively works on some tasks including requirements gathering and problem analysis.

EDUCATION AND EXPERIENCE:

- A Bachelor's degree in Computer Science or related field; and
- 2 years of supervisory experience in an IT environment; and
- 3 years of job-related work experience in a Microsoft network environment; OR
- Extensive experience as a manager in an IT environment will be considered in lieu of a degree.

SUPPLEMENTAL QUESTIONS: The supplemental question(s) gives you an opportunity to present more complete and specific details regarding your qualifications for this position. Indicate Position Title, Position Number and your name on each page submitted for the supplemental question response(s). Please be clear and concise and limit your response to one to two pages for each supplemental question.

It is important to provide specific information regarding names of employers, dates, job titles, etc. as your responses to these supplemental questions will be evaluated on their own merit, without referring to your resume.

Once you have answered the following supplemental questions, you must upload your responses along with your resume.

1. Describe any experience and/or training that you have had with local and wide area networks. Include what server operating systems you have experience with as well as any other server related software and hardware. Be sure to include the number of years of experience.
2. Describe your experience with managing large information technology projects at the organizations where you have worked. Please be specific in the nature and size of the projects, your role, and the challenges and successes you encountered.